

## **DRIVERCHECK'S MULTI-YEAR ACCESSIBILITY PLAN**

### **OVERVIEW**

DriverCheck's Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

DriverCheck takes its obligations under the IASR very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

### **STATEMENT OF COMMITMENT**

DriverCheck is committed to providing a barrier-free environment for all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, DriverCheck has, and will continue to, incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices (as identified in our Multi-Year Accessibility Plan).

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working within or visiting our office;
- Accessing our information;
- Procuring our services and support online or via our phone-in services; or
- Welcoming us into their place of employment.

As an organization, DriverCheck is dedicated to meeting the needs of individuals with disabilities in a timely manner. We understand that providing a barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility a reality for all.

Questions or concerns regarding DriverCheck's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Human Resources Department. We encourage any individual interested in providing feedback to do so by any of the following means:

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| In-person:     | Our address is: <b>1 Manley Street, Ayr Ontario, N0B 1E0.</b>                                    |
| In writing:    | Our mailing address is: <b>1 Manley Street, Ayr Ontario, N0B 1E0.</b>                            |
| Via telephone: | Our Head Office can be reached by calling: <b>1-800-463-4310</b>                                 |
| By E-mail:     | Email can be sent to: <a href="mailto:drivercheck@drivercheck.ca">drivercheck@drivercheck.ca</a> |

## MULTI-YEAR ACCESSIBILITY PLAN: 2021-2026

| Accessibility Requirement   | Status                        | Compliance Deadline | Responsibility                  |
|---|-------------------------------|---------------------|---------------------------------|
| <b>Customer Service</b>   |                               |                     |                                 |
| <p><b><i>Accessible Customer Service Policy</i></b></p> <p>Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</p> <p>Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of DriverCheck that may provide assistance to the public. Provide training to all new staff.</p> <p>Develop and make public a process for receiving and responding to feedback from customers with disabilities.</p>   | <p>Completed/<br/>Ongoing</p> | <p>01/01/12</p>     | <p>Human<br/>Resources (HR)</p> |
| <p><b><i>DriverCheck's Action Plan</i></b></p> <p>DriverCheck has developed and implemented an Accessible Customer Service Policy &amp; Program specific to the organization. This policy is updated and maintained by the Human Resources (HR) department.</p> <p>Online training has been developed and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training* module within their first week of employment with the company. A record of completed training is retained by HR.</p> <p>DriverCheck has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by e-mail, and by written correspondence. All employees have been informed of and trained on the company's feedback process.</p> <p><i>* Alternative formats of the AODA Customer Service Training are also available upon request, including in-person presentations.</i></p> |                               |                     |                                 |
| <b>Part 1 - General Requirements</b>  |                               |                     |                                 |

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| <p><b>Accessibility Policies</b></p> <p>Create and make public a statement of commitment.</p> <p>Develop and implement company-specific accessibility policies.</p>  | Completed             | 01/01/14 | HR |
| <p><b>DriverCheck's Action Plan</b></p> <p>DriverCheck has created and made public a statement of commitment. The statement of commitment is found in our Accessible Customer Service Policy and Program and is located on our website and in the reception area of our office and clinic locations.</p> <p>DriverCheck's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. An additional Accessible Employment Standards Program has been created for internal use to communicate how DriverCheck will meet its requirements under the IASR, and to address employee responsibilities and expectations. The Program has been provided to all employees and will be provided to all new hires as part of their orientation package*.</p> <p><i>* Alternative formats of the policy will be made available upon request.</i></p> |                       |          |    |
| <p><b>Multi-Year Accessibility Plan</b></p> <p>Create and make public a multi-year accessibility plan.</p> <p>Provide the plan in accessible formats upon request.</p> <p>Review the plan every five (5) years.</p>  | Completed/<br>Ongoing | 01/01/14 | HR |
| <p><b>DriverCheck's Action Plan</b></p> <p>All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public on our website, and will be provided in an accessible format upon request.</p> <p>Requests for accessible formats of this document will be forwarded to HR who will work with the individual to determine the most suitable format.</p> <p>This plan will be amended as required and will be reviewed fully every five (5) years.</p>  |                       |          |    |

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| <p><b>Training</b></p> <p>Train all employees, including contract and unpaid mentees/interns, on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</p>   | Completed/Ongoing | 01/01/15 | HR  |
| <p><b>DriverCheck's Action Plan</b></p> <p>Training* for new employees will be delivered via an online training module during orientation covering all applicable content as required under the IASR, including:</p> <ul style="list-style-type: none"> <li>• Understanding the purpose of AODA;</li> <li>• Understanding the Integrated Accessibility Standards;</li> <li>• Understanding Human Rights as they relate to AODA; and</li> <li>• How to serve customers with different disabilities.</li> </ul> <p>Record of completed training will be retained by HR.</p> <p><i>* Training will also be made available via alternate formats including in-person presentation, as requested.</i></p> |                   |          |   |
| <p><b>Part II - Information and Communication Standard</b></p>   |                   |          |   |
| <p><b>Accessible Websites and Web Content</b></p> <p>Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA.</p>   | Completed/Ongoing | 01/01/20 | Director of Innovation/ Software Development Department |
| <p><b>DriverCheck's Action Plan</b></p> <p>To date, DriverCheck's public website and its content meet all requirements under the WCAG 2.0 level AA. DriverCheck's software development department is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to our website conform to established guidelines.</p>   |                   |          |   |
| <p><b>Feedback</b></p> <p>Upon request, be able to receive and respond to feedback from clients, individuals inquiring about DriverCheck, our employees, and members of the public who have a</p>  | Completed/Ongoing | 01/01/15 | HR/Department Managers                                  |

disability.

**DriverCheck's Action Plan**

A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently DriverCheck can facilitate requests via the phone, E-mail, mail (enlarged text available), and in person. However, we will work to meet the needs of individuals who request other formats of accessible communication.

As feedback may be received by various departments and personnel at DriverCheck, including reception and customer service, training on how to receive and respond to accessible feedback requests has been developed and delivered to all employees.

Receiving and responding to feedback will be included in all new hire orientations as well.

**Accessible Formats and Communication Supports**

Upon request, provide accessible formats and communication supports to individuals with disabilities.

Notify the public of the availability of accessible formats and communication supports.

Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.

Completed/  
Ongoing

01/01/16

HR/Department  
Managers

**DriverCheck's Action Plan**

DriverCheck has completed an assessment of the ways in which each department provides information to our clients, potential clients, and the public (i.e. invoices, sales collateral, customer service, advisory services, etc.) and has developed processes for responding to various requests.

Employees have been trained on these processes to ensure they are aware that requests must be forwarded to the HR department who will arrange for a suitable and alternative format/communication support.

DriverCheck has made public its ability to provide for or arrange for the provision of accessible formats and communication supports by posting its Accessible Customer Service Policy and Program on the company website.

**Part III - Employment Standard**

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| <p><b>Workplace Emergency Response Information</b></p> <p>Create and implement individualized plans to assist employees with disabilities during an emergency.</p> <p>Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</p> <p>Review the individualized plan/information:</p> <ul style="list-style-type: none"> <li>• When the employee moves to a different location in the office;</li> <li>• When the employee's overall accommodation needs and plan are reviewed; and</li> <li>• When the company reviews its general emergency response policies.</li> </ul>   | <p>Completed/<br/>Ongoing</p> | <p>01/01/12</p> | <p>HR/Department<br/>Managers</p> |
| <p><b>DriverCheck's Action Plan</b></p> <p>DriverCheck will provide Individual Emergency Response plans upon request, which is identified in our internal Accessible Employment Standards Program which has been provided and communicated to all current employees and provided to all new hires as a part of their orientation package.</p> <p>The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.</p> <p>The process used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.</p> <p>Individualized emergency plans include the requirement that the plan be reviewed:</p> |                               |                 |                                   |

- If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
- On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and
- When the company amends its emergency response and/or evacuation procedures.

***Documented Individual Accommodation Plans***

Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.

Completed/  
Ongoing

01/01/16

HR/Department  
Managers

***DriverCheck's Action Plan***

DriverCheck will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, our program and plan include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;
- DriverCheck will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which DriverCheck can request the participation of a representative from the company in the development of the accommodation plan;
- The steps that will be taken to protect the privacy of the employee's personal information;
- The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee;
- The frequency with which the individual accommodation plan will be reviewed and updated;
- An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee;



- Employees will be informed of employer and employee expectations and responsibilities in the process;
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability;
- Accommodation plan documents will be made available in accessible formats upon request;
- The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee;
- The accommodation plan will also include an emergency response/evacuation plan if required by the employee.

***Recruitment, Assessment and Selection***

Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.

During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by DriverCheck.

Should a job applicant request accommodation, consult with the individual and make adjustments to best suit their needs.

Notify successful applicants of the company's policies for accommodating employees with disabilities.

Ongoing

01/01/16

HR/Department Managers

***DriverCheck's Action Plan***

DriverCheck has an accessibility statement that is included in all job postings to ensure that our willingness to provide reasonable accommodations upon request is clearly communicated to all potential job applicants to ensure that individuals with disabilities are able to fully participate in our recruitment efforts.

Successful applicants will be informed of the availability of accommodations relating to DriverCheck's selection/assessment processes upon initial contact by HR.

All assessment methods utilized by the company will be reviewed and alternates developed to facilitate accessibility requests.

When updating or amending assessment/selection methods, an assessment will be conducted to identify potential barriers and alternative/accessible formats will be developed.

Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to the HR Generalist who will work with the individual to develop an acceptable alternative.

When scheduling interviews, DriverCheck will include a statement in all e-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the HR department of any necessary accommodations.

Our internal Accommodation Policy will be provided to all new hires as part of their orientation package. This policy includes all of the means by which DriverCheck will support employees with disabilities. Alternative formats of the policy will be made available upon request.

***Accessible Formats and Communication Supports for Employees***

Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.

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| Ongoing | 01/01/15 | HR/Department Managers |
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***DriverCheck's Action Plan***

The availability of accessible formats and communication supports has been communicated to all employees through the company's internal Accessible Employment Standards Program. All future employees will be made aware of their availability through the same policy which is provided with the new hire orientation package. DriverCheck has completed a review of information that is provided to employees and the manner in which it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify the HR department so that

alternate arrangements may be made.

Upon receiving a request, the HR department will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.

**Information for Employees**

Communicate the company's policy on accommodating employees with disabilities to all staff members.

Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.

Completed/  
Ongoing

01/01/16

HR

**DriverCheck's Action Plan**

DriverCheck's internal Accessible Employment Standards Program has been developed and made available to all employees online.

All new hires are provided with the Accessible Employment Standards Program in their new hire package. The policy addresses all of the means by which DriverCheck will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes.

DriverCheck will ensure that all employees are informed of changes to the Accessible Employment Standards Program as they occur. Changes will be communicated via E-mail and/or group information sessions, or in an accessible format upon request/as needed.

**Processes to Accommodate Employees/Return to Work Process**

Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Completed/  
Ongoing

01/01/16

HR

**DriverCheck's Action Plan**

DriverCheck has assessed the IASR requirements to develop a template accommodation form and a return to work form that addresses all applicable requirements. Use of this form will ensure that all accommodation and return to work plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with return to work processes.

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|--|---------|----------|----|
| <p><b><i>Accessible Performance Management, Career Development and Job Changes</i></b></p> <p>Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</p>  | Ongoing | 01/01/16 | HR |
| <p><b><i>DriverCheck's Action Plan</i></b></p> <p>DriverCheck has evaluated its current performance management and career development processes to identify barriers. We have developed processes to ensure that such functions are completely accessible. The Accessible Employment Standards Program identifies accessible performance management and career progression to ensure consistent and clear communication to all employees.</p>  |         |          |    |
| <p><b><i>Redeployment</i></b></p> <p>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</p>  | Ongoing | 01/01/16 | HR |
| <p><b><i>DriverCheck's Action Plan</i></b></p> <p>As part of the redeployment process, DriverCheck will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The HR department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</p> |         |          |    |